



Job Title:	Receptionist /Admin. Assistant
Salary/Range:	Grade 11 (Scp 5-6) per annum FTE (pro rata salary paid 39 weeks per year + 2 inset days)
Hours:	35 hours per week (8.15am – 3.45 pm)
Base:	Two Bridges Academy
Responsible to:	Office Manager
Direct Supervisory Responsibility for:	N/A
Important Functional Relationships: Internal/External	Headteacher, Senior Leadership team, staff, parents, governors, trustees. Suppliers/contractors

Expectations of Postholder

- Positive interactions with staff and students are an expectation.
- The postholder must have integrity and discretion at all times and maintain the utmost confidentiality with regard to all reports, records and personal data and other information of a sensitive or confidential nature.
- To be aware of and adhere to all Trust policies and procedures.
- To be responsible for your own continuing self-development and attend meetings as appropriate.
- To undertake other duties appropriate to the post as required.

Job Purpose

- To promote a professional and friendly first point of contact for parents and other academy visitors.
- Under the general supervision of the Office manager, to be responsible for a wide range of academy clerical and administrative tasks including some financial administration.

Main Duties

a) To undertake the role of receptionist in accordance with academy security policies and procedures regarding access and entry to the premises, dealing with visitors to the academy and telephone callers in a courteous and efficient manner. Intercepting difficult callers and making subsequent decisions on access and entry or referral to a more senior officer.

- b) To undertake word processing tasks as necessary. This will include the production of letters, reports, newsletters, lists, worksheets and other documents and materials required in academy and for meetings.
- c) To carry out and maintain filing and other record keeping requirements, including inputting to and updating of computer databases/spreadsheets.
- d) Prepare reports and other statistical information, as requested by the Headteacher or SLT, obtaining data from the academy's MIS or other academy information systems.
- e) To undertake routine clerical tasks and reprographic requirements in order to support the administrative processes carried out in the academy.
- f) To undertake finance administration tasks including:
- Reconciling academy dinner money and other ad hoc income.
 - Managing receipt and banking of adhoc income.
 - Completion of order requisitions.
 - Administering petty cash.
- g) To provide a confidential secretarial service to the Head teacher and other staff as required, maintaining efficient filing systems for all aspects of the academy administration. This will involve access to and responsibility for confidential and personal information relating to both pupils and staff.
- h) Management of electronic diary, scheduling meetings and academy mailbox.
- i) Support the introduction of less bureaucratic, efficiency procedures i.e. online payments.
- j) Arrange hospitality for visitors and meetings.
- k) The postholder will be expected to act as an adult role model and support academy and trust policies when dealing with pupils and visitors to the academy.

General

- Any other duties commensurate with the grade as appropriate.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

- ☐ The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post to meet the changing demands of Enable Trust, as a result of new legislation, changes in technology or policy changes; appropriate training will be given to enable the postholder to undertake this new/varied work. Variations may include temporary duties in the absence of other staff to ensure the smooth running of the academy's administrative processes.
- ☐ Participate in training opportunities and CPD activities as required.
- ☐ Contribute to the overall ethos and aims of the school and the trust.

Core Expectations

Staff should recognise that as the Trust grows and moves forward job roles will inevitably develop and change focus, and job descriptions will be reviewed accordingly. Staff need therefore to be flexible in their approach to accommodate the changing needs of the MAT and to participate fully in professional development which supports this.

Job Context

The postholder will be the main provider of reception services and support the general school administration. In addition to the main duties listed, work may also be generated by senior colleagues in the school.

Supervision

The postholder will receive general direction and supervision from the Office Manager but will be expected to organise their own work following set procedures.

Problems and Decisions

Recognising variations to the accepted pattern of work or other unusual aspects and to bring these to the attention of the Office Manager. The post-holder is not empowered to vary the established procedures.

Knowledge , Experience and Training

Essential

- Educated to a minimum of GCSE standard Grade C in Maths and English
- Previous experience of general clerical and administrative work in a fast paced and busy office environment
- Computer literate across the Windows platform
- Ability to use relevant technology and equipment i.e. photocopier

- Ability to relate well to children
- Ability to work constructively as part of a team, understanding school roles and responsibilities
- An understanding safeguarding and promoting the welfare of children and young people within the school
- Good level of literacy, accuracy and numeracy skills
- First class communication skills and the ability to build effective and appropriate relationships with children and adults

Desirable

- Demonstrable evidence of working in a highly regulated environment
- Ideally experience within an educational setting

Working Environment

Most work will be undertaken in and around the front office. This is a busy environment which may lead to a high level of interruptions on a daily basis.

Equipment

Proficient in the use of a PC and relevant technological equipment.

Special Notes or Conditions

The post-holder will be subject to an enhanced Disclosure & Barring Service check to satisfy child protection requirements. The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and all convictions or cautions must be declared.

The post-holder has a responsibility to promote and safeguard the safety and welfare of children in accordance with the Trust's child protection and behaviour management policies.